



Inspection Report on

Chapel Hill Farmhouse

**Chapel Hill
Pembroke
SA71 5HY**

Date Inspection Completed

17 February 2022

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About Chapel Hill Farmhouse

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Shangri-La Chapel Hill Ltd
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	28 June 2019
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

Summary

People living in Chapel Hill appreciate and benefit from the care and support they receive from the knowledgeable and caring staff team. Promotion of people's individual health and wellbeing underpins the aim of the service. Care and support plans are detailed and provide a good sense of the individual, their individual needs and how best to support them. External professionals are actively involved in the support people receive.

A dedicated and enthusiastic responsible individual (RI) and manager lead the ethos of the service. People and staff respect and value the management team who are themselves well supported by the staff team as a whole. There are a range of monitoring and audit processes in place and the RI has good oversight of the service.

Well-being

People have their choices and views recognised and listened to. Care and support records give a good sense of the person and reflect their individual needs and preferences. People are involved in day-to-day decisions that affect them, including meals, activities and healthy lifestyle choices. Their opinions are sought regularly. Care and support is delivered according to people's specific needs and wishes and this is adapted when needed to better suit them. A dedicated and enthusiastic manager and RI set the ethos of the service, which values their staff and strives for the best for people living in Chapel Hill.

People are protected from the risk of harm and abuse. Staff speak in a caring and respectful way about the people living in the service and have a good understanding of the person, their needs and how to meet these. Care workers interact with and support people in a considerate and thoughtful manner. Appropriate infection control measures are in place and staff are clear about their role and responsibilities around infection, prevention and control. The service is clean and very well maintained with no malodours. Robust recruitment measures ensure staff working at the service have the right skills and approach to care and support people. The service actively liaises and works alongside health and social care professionals to ensure people remain as healthy as possible.

People enjoy healthy relationships. We saw that people had developed social relationships within the home. The communal areas are a hub for social gatherings, activities and positive interactions.

Care and Support

Staff have a very good understanding of the needs of those they support. Care workers speak enthusiastically about caring for and supporting the people living in the service. Many of the staff have worked at the home for a number of years and therefore know the people they care for and support very well. Staff support people according to their individual needs and are sensitive to any changes the person may be expressing or demonstrating.

Throughout the inspection visit staff interacted positively with people and demonstrated very caring attitudes. There are regular discussions, activities and good natured banter between staff and people. People showed us and told us about their achievements, how proud they are of these and the positive impact this has on them. Care and support records reflect this. People are supported to be as independent as they can be by contributing their ideas for menus and activities each week. Where possible staff support people to shop, prepare and make their meals and help with general household duties. In addition, people are supported and motivated to live as healthy a lifestyle as possible.

Sufficient staffing levels are in place to meet the care and support needs of people living at the service. We were told of plans to recruit additional care workers which will ensure that the service continues to be well staffed to meet people's needs. Care staff told us they have enough time to support people appropriately. Staff respond to requests from people in a timely manner and interactions are friendly, respectful and unrushed.

Care staff have access to plans that provide very good detail about the support people require to remain healthy and clearly identify their individual needs. The plans provide a real sense of the individual and involve the person, relatives and community teams in their development and reviews. Health and social care professionals are involved with people and this is well documented in their care and support records. There are comprehensive risk assessments in place, which are reviewed regularly. Care staff have a thorough understanding of the people they support and the complex needs they live with.

There are safe procedures for the storage, administration and disposal of medication.

The service promotes hygienic practices to reduce the risk of infection. Staff wear appropriate PPE and adhere to the current Public Health Wales (PHW) Guidance. Policies and procedures are in place to support good practice. Staff are clear on these and their responsibilities around protecting people from infection.

Environment

People live in a well maintained, comfortable and welcoming environment in which they demonstrated a sense of belonging and ownership. People's individual bedrooms were furnished with their own belongings and they had chosen their own furnishings and fittings wherever possible. Communal areas are of a good size and offer people an opportunity to socialise or to spend quiet time alone if they choose to. The large, well-equipped kitchen provides a hub for people to meet up and to socialise.

Arrangements are in place to minimise risk to people's health and safety. Testing and servicing of fire-fighting equipment is undertaken. Substances hazardous to health are stored safely and communal areas are uncluttered and free from hazards. There are infection, prevention and control measures in place in line with current Public Health Wales guidance. The service is clean with no malodours.

Leadership and Management

Good governance arrangements are in place with a range of monitoring tools and audits undertaken by the manager and the RI. Actions required from these audits are acted upon and reviewed regularly. The manager is well supported by the RI who visits the home very regularly, usually on a daily basis, to spend time speaking with and supporting people and staff.

Staff are knowledgeable, competent and valued by the RI and manager. Through discussions and observations it is evident that staff have a good understanding about the people they support and the specific needs of each individual. Training and induction records demonstrate staff have a robust induction and a range of training opportunities to develop their knowledge and practice. They told us that they feel well trained to carry out their roles effectively and that any requests for additional specialist training are acted upon.

Staff and people living in the service respect the leadership and management. Staff told us that the manager and RI are always readily available and that they feel able to approach and discuss anything with them should they need to. Staff told us that they are particularly appreciative of the support and sensitivity which the manager and RI have offered during the Covid-19 pandemic.

Staff records show they receive regular supervision and an annual appraisal. Recruitment records hold all the required information and checks. There are up to date and regularly reviewed policies and procedures in place to support staff.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

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